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The Kelly Report On People In The Electronic Office III:

The Secretary's Role

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Introduction

In this third Kelly *Report on People in the Electronic Office*, Kelly Services focuses on the experiences and aspirations of today's word processing secretary. Specifically, the report explores job satisfaction and career ambitions, the impact of word processing on attitudes, relationships, and job functions, and the impact of stress and physical ailments on the job. The report concludes that the findings suggest the emergence of a new breed of younger secretary whose skills, attitudes, and aspirations are markedly different from those of her older, more traditional colleagues.

This report is based on a telephone survey of 507 secretaries employed by major companies across the United States, all of whom use word processing equipment at least 10% of their time. In addition, 106 Canadian secretaries were interviewed. The responses of both samples appear in separate columns in the frequency tables. The numbers employed in the text and in the cross-tabulations, however, apply only to the United States sample.

A complete methodology, as well as additional tables not included in the body of the report, can be found in the Appendix.

I. Conflicts and Contrasts: Ambitions Versus Reality

The Kelly Services survey of secretaries in the electronic office found that today's secretary expresses optimism about her job, her profession, and her future. This positive outlook is reflected in high satisfaction levels with both her present position and secretarial career. It is also evident in the widespread desire for career advancement.

Yet the survey also uncovered perceptions and experiences that contrast sharply with this apparent optimism. Contrasts emerge relating to three different areas: ambition, salary, and real secretarial functions. Taken together, these contrasts suggest that many of the hopes of today's secretary are being frustrated by the realities of the office environment—or at least they have yet to be realized.

Satisfaction and Ambitions

Secretaries express a high level of satisfaction with both secretarial work in general and with their present jobs. Nearly two out of three of the secretaries interviewed (63%) say they are very satisfied with being a secretary. In fact, only 8% say they are at all dissatisfied with their profession (see Table 1.1).

Table 1.1: How satisfied are you with being a secretary?

	United States	Canada
	%	%
Very satisfied	63	56
Somewhat satisfied	30	33
Somewhat dissatisfied	6	8
Very dissatisfied	2	3
(Number of respondents)	(507)	(106)

A somewhat higher number (68%) say they are very satisfied with their present jobs. Only 7% express any dissatisfaction with their current positions (see Table 1.2).

Table 1.2: How satisfied are you with your present job?

	United States	Canada
	%	%
Very satisfied	68	64
Somewhat satisfied	25	25
Somewhat dissatisfied	4	8
Very dissatisfied	3	2
Don't know/No answer	1	0
(Number of respondents)	(507)	(106)

Not surprisingly, there is some relationship between level of career satisfaction and secretarial title, income, and length of time doing secretarial work. Executive secretaries and administrative assistants are more likely to say they are very satisfied than general secretaries or assistants to managers (see Table 1.3), as are those earning over $21,000. Older respondents and those who have been doing secretarial work for over ten years are also more likely to say they are satisfied than those who have been doing it for less time. This suggests that job security may play a role in career satisfaction (see Appendix A.2).

On the other hand, satisfaction with the secretarial career is inversely related to level of education. Those with a high school or secretarial school education are more likely than college graduates to claim a high level of satisfaction with their work. Those who attended secretarial school report the highest level of satisfaction (see Appendix A.2).

Table 1.3: Job satisfaction BY job category

	Job Category			
	Secretary	Executive Secretary	Admin. Assistant	Assistant to manager
	%	%	%	%
Very satisfied	58	72	65	44
Somewhat satisfied	37	20	30	52
Somewhat dissatisfied	5	8	5	4
(Number of respondents)	(202)	(191)	(80)	(25)

Despite their widespread enthusiasm, however, less than half of the secretaries interviewed (44%) describe secretarial work as a career. Just as many (46%) refer to secretarial work as a stepping-stone to another career, and 9% describe their work as "just a job" (see Table 1.4).

Table 1.4: Which of the following best describes your view of secretarial work?

	United States	Canada
	%	%
Being a secretary is a career	44	36
Being a secretary is a stepping-stone	46	50
Being a secretary is a job	9	14
Don't know/No answer	1	0
Total number of respondents	(507)	(106)

There is a strong connection between a secretary's view of her work and her satisfaction with the secretarial profession. Most of those who regard secretarial work as a career (83%) are very satisfied with being a secretary, compared to half of those who consider it a stepping-stone (50%) and a third of those who say it's only a job (33%) (see Table 1.5).

Table 1.5: Which of the following best describes your view of secretarial work? BY how satisfied are you with being a secretary?

	Career	Stepping-stone	A job
	%	%	%
Very satisfied	83	50	33
Somewhat satisfied	14	43	43
Somewhat dissatisfied	2	7	24
(Number of respondents)	(221)	(230)	(42)

Another indication that secretaries are not as committed to their profession as their high level of satisfaction would suggest is the fact that nearly half (46%) say they intend to do another type of work (see Table 1.6).

Table 1.6: Do you intend to work as a secretary for most of your work life, or do you plan to do some other type of work?

	United States	Canada
	%	%
Secretary	49	44
Other	46	49
Don't know/No answer	4	7
(Number of respondents)	(507)	(106)

Many of those wishing to do other types of work (42%) would like to move into managerial/executive positions. Other fields mentioned are professional/paraprofessional occupations (cited by 15%) and computer-related fields (10%) (see Table 1.7).

Table 1.7: If you do not plan to stay in secretarial work, what type of work do you want to do?

	United States	Canada
	%	%
Managerial/Executive	42	40
Computer-related	10	2
Administrative assistant	4	2
Office supervisor/staff trainer	3	4
Professional/paraprofessional	15	29
Other	11	10
Don't know/No answer	16	13
(Number of respondents)	(235)	(52)

In support of their ambitions, over half of the secretaries polled (56%) claim that within their present company there are routes to advance from secretarial to managerial positions. Further, a large majority of those who claim this (83%) say they know secretaries who have actually advanced through these routes (see Tables 1.8 and 1.9).

Table 1.8: Within your present company are there routes to advance from secretarial to management positions?

	United States	Canada
	%	%
Yes	56	52
No	42	45
Don't know/No answer	1	3
(Number of respondents)	(507)	(106)

Table 1.9: If yes, do you know of any secretaries who have advanced through these routes?

	United States	Canada
	%	%
Yes	83	85
No	16	15
Don't know/No answer	1	0
(Number of respondents)	(286)	(55)

It is interesting to note that a majority (61%) believes that whether a manager is male or female makes no difference in helping a secretary get ahead. One out of five (22%), however, says a male manager is more likely to help a secretary advance (see Table 1.10).

Table 1.10: Do you believe a female manager or male manager is more likely to help a secretary get ahead? OR is there no difference?

	United States	Canada
	%	%
Female	11	11
Male	22	13
No difference	61	67
Don't know/No answer	6	8
(Number of respondents)	(507)	(106)

The secretaries overwhelmingly agree that if a woman does not have a college degree, working as a secretary is the best way for her to learn about business and break into a managerial career. Eighty-six percent (86%) of the secretaries polled believe this to be true (see Table 1.11).

Table 1.11: If a woman does not have a college degree, working as a secretary is the best way for her to learn about business and break into a managerial career

	United States		Canada	
	%		%	
Strongly agree	50	86	33	85
Agree somewhat	36		52	
Disagree somewhat	8		8	
Strongly disagree	6		5	
(Number of respondents)	(507)		(106)	

Conflicting attitudes toward secretarial work are also found in ambitions relating to offspring. Less than half of the secretaries (45%) would advise a daughter to seek a secretarial career, and only one in ten (11%) would so advise a son (see Table 1.12).

Table 1.12: If you had a daughter, would you advise her to seek a career as a secretary?

	United States	Canada
	%	%
Yes	45	36
No	38	45
It depends	14	18
Don't know/No answer	3	1
(Number of respondents)	(507)	(106)

If you had a son, would you advise him to become a secretary?

	United States	Canada
	%	%
Yes	11	12
No	85	81
Don't know/No answer	4	7
(Number of respondents)	(507)	(106)

Secretaries are optimistic about new career opportunities that could open up to them as a result of word processing. The overwhelming number (87%) agree that word processing skills increase opportunities (see Table 1.13). When asked to name positions that might open up to them as a result of learning word processing skills, two-thirds of the respondents (66%) list nine different careers, and of these, the ones most frequently cited are general management (16%), word processing supervision (15%), and computer programming (14%) (see Table 1.14).

Table 1.13: Do you believe that word processing and other electronic equipment has opened up new opportunities for secretaries?

	United States	Canada
	%	%
Strongly agree	60	58
Agree somewhat	27	30
Disagree somewhat	7	7
Strongly disagree	5	5
Don't know/No answer	1	1
(Number of respondents)	(507)	(106)

Table 1.14: Some people have said word processing and electronic equipment will open up new positions for secretaries. What do you think these might be?*

	United States	Canada
	%	%
General management	16	12
Word processing supervisor	15	16
Computer programmer	14	27
Computer operator	6	8
Better secretarial position	6	5
Training others to use word processors	4	6
Information manager	4	3
Data processing supervisor	3	4
Selling word processing equipment	2	2
Developing information systems	1	1
None	9	6
(Number of respondents)	(507)	(106)

*Note: Respondents were allowed to provide more than one answer.

But only 38% of those who cite these opportunities think it is likely that they themselves will enter one of these professions. Even among those who say it is likely, the position they most frequently cite is a better secretarial position, mentioned by 26% of this group (see Table 1.15).

The contrast between the widespread recognition of opportunities and actual limited intention to pursue these opportunities offers an excellent example of the conflict between ambitions and reality.

Table 1.15: Is it likely that you will enter this (or one of these) positions?

	United States	Canada
	%	%
Yes	38	45
No	42	49
Don't know/No answer	20	14
(Number of respondents)	(333)	(65)

If yes, which one?

	United States	Canada
	%	%
Better secretarial position	26	7
Developing information systems	22	0
Word processing supervisor	19	21
Computer programmer	12	31
Computer operator	6	0
General management	6	10
Information manager	4	3
Data processing supervisor	2	3
Training others to use word processing equipment	22	0
Selling word processing equipment	1	0
(Number of respondents)	(125)	(29)

Salary

The issue of salary further underlines this discrepancy between the secretary's expectations and the reality of her position. Almost nine out of ten secretaries (88%) believe that learning as much as possible about using word processing will be influential in helping them gain salary increases. In fact, half (49%) believe it to be *very* influential (see Table 1.16). Yet less than one-third of those

interviewed (30%) say they have actually received pay increases as a result of their word processing skills (see Table 1.17).

Table 1.16: How much influence does learning as much as possible about using word processing have on increasing your salary?

	United States		Canada	
	%		%	
Great deal of influence	49	88%	31	73%
Some influence	39		42	
No influence	12		45	
(Number of respondents)	(507)		(106)	

Table 1.17: Have you received a pay increase as a result of your word processing skills?

	United States	Canada
	%	%
Yes	30	26
No	66	67
Don't know/No answer	5	7
(Number of respondents)	(507)	(106)

Secretarial Functions

Secretarial functions comprise the third area in which contrasts between expectation and reality appear. When giving a general assessment of their present duties, three-quarters of the secretaries polled (76%) say that word processing allows them to spend less time typing and more time doing work that involves more responsibility and decision-making (see Table 1.18).

Table 1.18: Has the word processor allowed you to spend less time typing and more time doing work that involves more responsibility and decision-making?

	United States	Canada
	%	%
Yes	76	68
No	21	27
Don't know/No answer	3	5
(Number of respondents)	(507)	(106)

Yet only a minority of those surveyed handle such responsibilities as supervising others (35%), researching or writing reports (44% and 48%, respectively), attending meetings to take notes (34%), and processing bills (31%) (see Table 1.19). Even among those who *do* engage in such activities, less than half report they are really spending more time at these tasks since they began using word processing (see Table 1.20).

The secretarial functions that are most prevalent today show a mixture of new and traditional tasks. Most common are drafting letters (80%) and formatting reports (80%), writing one's own correspondence (76%), and arranging meetings (67%). Time spent on these activities seems to have changed little since the introduction of word processing. Half the secretaries (51%), however, are teaching others how to use the new electronic equipment, and this does seem to be an increasing part of their work.

Table 1.19: Which of the following is a regular part of your work?

	United States			Canada		
	Yes	No	DK/NA	Yes	No	DK/NA
	%	%		%	%	
Supervising support staff	35	64	1	24	75	1
Attending meetings to take notes	34	66	0	22	78	0
Writing your own correspondence	76	23	1	77	23	0
Arranging meetings and conferences	67	32	1	67	33	0
Running personal errands (for example, going to the bank for your boss)	32	67	0	17	80	3
Drafting or correcting boss' letters	80	19	1	74	26	0
Teaching others to use the word processor	51	48	1	40	60	0
Research for reports	44	56	0	38	62	0
Writing reports	48	51	0	43	57	0
Administrative paperwork	76	24	0	67	33	0
Formatting reports on the word processor	80	19	1	79	21	0
Processing bills and bookkeeping	31	68	0	24	76	0
(Number of respondents)		(507)			(106)	

Table 1.20: Since you began using the word processor are you spending more time, less time, or about the same amount of time doing the following?

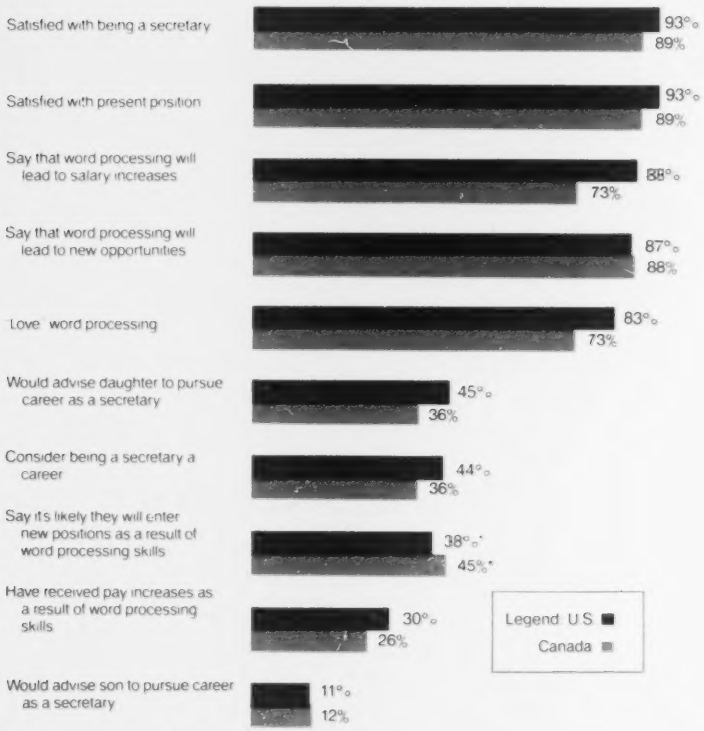
	United States				
	More %	Less %	Same %	DK/NA %	(Number of respondents)
Supervising support staff	35	15	45	5	(177)
Attending meetings to take notes	15	13	68	4	(171)
Writing your own correspondence	25	25	47	4	(387)
Arranging meetings and conferences	15	10	71	4	(342)
Running personal errands (for example, going to the bank for your boss)	9	15	70	6	(164)
Drafting or correcting boss' letters	27	34	36	3	(406)
Teaching others to use the word processor	59	12	24	5	(259)
Research for reports	38	17	40	5	(222)
Writing reports	34	29	33	4	(245)
Administrative paperwork	31	21	45	3	(384)
Formatting reports on the word processor	45	33	19	3	(405)
Processing bills and bookkeeping	36	16	44	4	(158)

Canada				
More %	Less %	Same %	DK/NA %	(Number of respondents)
36	24	40	0	(25)
39	13	48	0	(23)
18	29	51	1	(82)
20	14	62	4	(71)
6	6	89	0	(18)
24	32	42	1	(78)
55	14	31	0	(42)
43	15	43	0	(40)
20	54	24	2	(46)
20	28	51	1	(71)
30	51	18	1	(84)
4	20	72	4	(25)

Secretaries perceive the secretarial role as changing. They envision new responsibilities and new career opportunities as a result of word processing and other electronic equipment. The realities of their jobs, however, do not necessarily support their positive aspirations.

Chart 1.1

STUDY OF NORTH AMERICAN SECRETARIES
Reveals High Satisfaction Levels and Ambition –
Yet Low Expectations for Their Own Advancement



Number of U.S. respondents: 507 except as noted *(333)

Number of Canadian respondents: 106 except as noted *(71)

II. Job Stress and Physical Ailments

The Prevalence of Stress

Stress is a very real problem for many secretaries. A large majority of the secretaries polled (80%) claim their jobs contain at least some degree of stress. Thirty percent (30%) consider their jobs to be very stressful, while half (50%) consider them to be at least somewhat stressful. Only 6% say their jobs contain no stress at all (see Table 2.1).

Table 2.1: How stressful is your job?

	United States		Canada	
	%		%	
Very stressful	30	80	28	86
Somewhat stressful	50		58	
Not too stressful	15		11	
Not at all stressful	6		2	
Don't know/No answer	0		1	
(Number of respondents)	(507)		(106)	

There is little or no correlation between the amount of stress a secretary experiences and the type of position she holds. The amount of stress is not affected by a secretary's title or that of her boss, or what type of industry she works in.

There is a correlation between stress and marital status. Separated and divorced secretaries are more likely to report on-the-job stress than married secretaries (40% compared to 28% say very stressful) or single ones (28%) (see Table 2.2).

Table 2.2: How stressful is your job? BY marital status

	Married	Separated/ Divorced	Single
	%	%	%
Very stressful	28	40	28
Somewhat stressful	51	40	55
Not too stressful	16	19	9
Not at all stressful	5	2	8
(Number of respondents)	(298)	(86)	(109)

There is also a correlation between stress and age. Secretaries over 50 are least affected by stress; they are about twice as likely to report little or no job-related stress as others (see Table 2.3).

Table 2.3: Job stress BY age

	18 to 24 years old		25 to 34 years old		35 to 49 years old		50 and over	
	%		%		%		%	
Very stressful	26		32		32		20	
Somewhat stressful	51		52		50		39	
Not too stressful	19	23	11	16	16	19	20	41
Not at all stressful	4		5		3		21	
(Number of respondents)	(74)		(201)		(181)		(49)	

The two features of their jobs which a majority of secretaries find to be the most stressful are frequent interruptions and meeting deadlines. Seven out of ten (71%) find frequent interruptions to be at least moderately stressful, with 39% saying they are very stressful. An equal number (71%) find meeting deadlines to be stressful, with one in four secretaries (28%) saying it causes a great deal of stress (see Table 2.4).

Half of the secretaries (51%) complain that being overworked creates stress for them, but most of these (36%) say it creates only a moderate amount of stress. Another stressful situation for many secretaries is the need to make decisions. Although only 6% find this very stressful, one-third (32%) find it moderately stressful.

The stress level caused by specific situations is affected by age as well. Younger secretaries are more likely to be stressed by meeting deadlines and being overworked. Older secretaries, especially those fifty and over, seem better able to manage these aspects of the job, perhaps as a result of experience or maturity (see Table 2.5).

Table 2.4: How stressful are each of the following in your daily work?

	United States				
	Very Stressful	Moderately Stressful	Slightly Stressful	Not Stressful	Don't Know/ No Answer
	%	%	%	%	%
Frequent interruptions	39	32	14	15	0
Meeting deadlines	28	43	15	14	0
Being overworked while others are less busy	25	25	14	34	2
Being overworked	15	36	16	32	0
Boredom	10	12	15	60	3
Trying to teach your boss what the word processor can and cannot do	9	14	15	59	4
Difficulty learning to use word processor	7	14	20	59	0
Getting enough time on the word processor	7	10	11	70	2
Personality conflict with your boss	6	6	10	76	2
Decisions you have to make	6	32	24	38	0
Physical discomfort working with word processor	5	11	16	68	1
Personality conflict with other secretaries	3	8	16	71	2
(Number of respondents)			(507)		

		Canada		
Very Stressful	Moderately Stressful	Slightly Stressful	Not Stressful	Don't Know/ No Answer
%	%	%	%	%
37	50	14	11	1
30	50	14	5	1
24	29	8	36	3
17	30	19	33	1
11	8	9	69	2
7	12	15	63	3
5	11	15	68	1
4	13	11	71	1
5	6	11	77	1
3	39	20	38	1
1	11	15	72	3
3	9	13	72	3

(106)

Table 2.5: Those who say the following are very stressful BY age

	18 to 24 years old	25 to 34 years old	35 to 49 years old	50 and over
	%	%	%	%
Meeting deadlines	31	33	23	26
Being overworked	24	14	14	10
(Number of respondents)	(74)	(201)	(181)	(49)

Word processing is at the bottom of the list of factors which might create stress for a secretary. Only one out of five secretaries (21%) complains of stress due to difficulty learning to use the word processor, and most of these (14%) say it creates only a moderate amount of stress. Getting enough time on the word processor and physical discomfort while using the equipment rank even lower on the list of potentially stressful features.

In fact, nearly two out of three secretaries (63%) claim that word processing has *alleviated* the amount of work-related stress they experience. One in five (19%) says there is no change, and only 16% say they are experiencing more stress since using the new equipment (see Table 2.6). In further support of this, there is no relationship between reported job stress and the amount of time spent operating word processing equipment.

Table 2.6: Has word processing equipment made your job seem more stressful or less stressful?

	United States	Canada
	%	%
More	16	21
Less	63	70
Same	19	8
Don't know/No answer	3	1
(Number of respondents)	(507)	(106)

Despite the high level of work-related stress reported, only one in four of the secretaries polled (27%) claims that work stress affects her personal life (see Table 2.7). Older secretaries are least likely to say that work stress has affected their personal lives. Only 16% say it has, compared to a third (34%) of the youngest secretaries (See Table 2.8). Secretaries with a higher level of education are more likely to report that their personal lives are affected by work stress: college graduates are twice as likely as those with a high school education to say that work stress affects their personal lives (39% and 20% respectively) (see Table 2.9).

Stress level is also related to job satisfaction. Those whose work stress has affected their personal lives are less likely to be very satisfied with their present jobs: 55% to 73%, respectively (see Table 2.10).

Table 2.7: Has work stress affected your personal life?

	United States	Canada
	%	%
Yes	27	24
No	72	73
Don't know/No answer	1	4
(Number of respondents)	(507)	(106)

Table 2.8: Has work stress affected your personal life? BY age

	18 to 24 years old	25 to 34 years old	35 to 49 years old	50 and over
	%	%	%	%
Yes	34	32	24	16
No	66	68	76	84
(Number of respondents)	(73)	(199)	(181)	(49)

Table 2.9: Has work stress affected your personal life? BY education

	High School	Secretarial School	Business College	Some College	College degree or Graduate studies
	%	%	%	%	%
Yes	20	23	34	27	40
No	80	77	66	73	60
(Number of respondents)	(152)	(39)	(89)	(149)	(75)

Table 2.10: How satisfied are you with your present job? BY has work stress affected your personal life?

	Yes	No
	%	%
Very satisfied	55	73
Somewhat satisfied	33	22
Somewhat dissatisfied	8	2
Very dissatisfied	4	2
(Number of respondents)	(138)	(362)

Another finding links the impact of job stress on personal life to a general attitude toward secretarial work. Those who report that work stress spills over into their personal lives are far less likely to advise their daughters to enter the secretarial position: 52% to 31% (see Table 2.11).

Table 2.11: If you had a daughter would you advise her to seek a career as a secretary? BY has work stress affected your personal life?

	Work Stress	
	Yes	No
	%	%
Yes	31	52
No	53	35
It depends	15	14
(Number of respondents)	(131)	(356)

Rise In Physical Ailments

Eyestrain and headaches lead the list of physical symptoms that plague some secretaries. Slightly more than one-third of secretaries (35%) complain of eyestrain, and an equal number claim to suffer from headaches (see Table 2.12).

Table 2.12: Do you suffer from any of the following physical symptoms?

	United States		Canada		
	Yes	No	Yes	No	Don't Know/ No Answer
	%	%	%	%	%
Eyestrain	35	65	38	61	1
Backache	28	72	29	70	1
Headaches	35	65	38	61	1
Dizziness	4	96	2	97	1
Allergies	19	81	16	83	1
Stomach upset	13	87	13	86	1
(Number of respondents)	(507)		(106)		

Table 2.13: (If yes) Has this increased since you began using the word processing equipment?

	United States			
	Yes	No	Don't Know/ No Answer	(Number of Respondents)
	%	%	%	%
Eyestrain	73	26	1	(178)
Backache	36	61	4	(142)
Headaches	34	62	4	(175)
Dizziness	45	55	0	(20)
Allergies	15	84	1	(97)
Stomach upset	19	80	2	(64)

	Canada			
	Yes	No	Don't Know/ No Answer	Respondents
	%	%	%	%
Eyestrain	85	15	0	(40)
Backache	48	48	3	(31)
Headaches	43	55	3	(40)
Dizziness	0	100	0	(2)
Allergies	6	76	18	(17)
Stomach upset	7	93	0	(14)

A large proportion of those secretaries who suffer from eyestrain (73%) say that it has increased since they began using the word processing equipment. One-third of those who suffer from backaches (36%) and headaches (34%) also say their ailments have increased since using the equipment (see Table 2.13).

Both eyestrain and backache appear to be linked to the amount of time spent operating word processing equipment. Those who spend 70% or more of their time at word processors are more likely to report both these symptoms (see Table 2.14).

Table 2.14: Do you suffer from eyestrain and backache? BY time spent on word processor

	10-25%	26-49%	50-69%	70-100%
	%	%	%	%
Eyestrain:	32	24	33	45
Backache:	23	24	27	35
(Number of respondents)	(129)	(83)	(129)	(156)

III. Secretaries And Word Processing

Perhaps no skill in the new electronic office has become so prominent and essential as word processing. The secretaries interviewed for the study spend a significant portion of their time using word processing equipment and believe, for the most part, that their work has benefited from using it.

A Friend, Not A Foe

Secretaries are overwhelmingly enamored of word processing. Eighty-three percent (83%) claim they love it, and not one claims to hate it (see Table 3.1). Differences in age, secretarial rank, educational background, or the type of office one works in do not seem to affect this attitude toward word processing. But affection appears to grow with usage—those who use it most frequently are most likely to say they love it (see Table 3.2).

Table 3.1: What is your basic attitude toward word processing? Do you:

	United States	Canada
	%	%
Love it	83	73
Hate it	0	1
Have mixed feelings	16	24
Don't know/No answer	0	3
(Number of respondents)	(507)	(106)

Table 3.2: Attitude toward word processing BY time spent operating word processing equipment

	10% to 25%	26% to 49%	50% to 69%	70% to 100%
	%	%	%	%
Love it	79	78	84	89
Hate it	0	0	0	1
Have mixed feelings	21	22	16	10
(Number of respondents)	(127)	(83)	(139)	(156)

Most secretaries (82%) say they are not at all concerned that their jobs might be eliminated as a result of the new equipment. An additional 13% say they are not too concerned about loss of their jobs (see Table 3.3). Even among older secretaries, those fifty years of age or older, there is surprisingly low concern about job elimination (see Appendix A.3).

This lack of concern appears to be based on experience. Very few respondents (12%) say that the number of secretaries has decreased since the introduction of word processing into their offices. The majority (69%) say that the overall number of secretaries has stayed the same (see Table 3.4).

Table 3.3: How concerned are you that your own job might be eliminated by the new electronic office equipment?

	United States	Canada
	%	%
Very concerned	2	3
Somewhat concerned	3	5
Not too concerned	13	13
Not concerned at all	82	79
(Number of respondents)	(507)	(106)

Table 3.4: Has the overall number of secretaries in your company increased, decreased, or stayed the same as a result of the company's bringing in word processing equipment?

	United States	Canada
	%	%
Increased	14	5
Decreased	12	15
Stayed the same	69	72
Don't know/No answer	5	8
(Number of respondents)	(507)	(106)

The increasing importance of word processing and other electronic equipment is reflected in other opinions and attitudes widespread among the secretaries interviewed. Half of them (49%) claim that in their offices a secretary with word processing skills has a higher status than one without those skills (see Table 3.5). And the level of skills demanded appears to be rising. Eighty-five percent (85%) say that most secretaries will be expected to learn basic computer programming in order to do their work in the future (see Table 3.6). In fact, one out of five (21%) already can use a language such as BASIC or COBOL to program a computer (see Table 3.7).

Table 3.5: In your office, does a secretary with word processing skills have a higher status than a secretary without word processing?

	United States	Canada
	%	%
Yes	49	34
No	46	60
Don't know/No answer	5	6
(Number of respondents)	(507)	(106)

Table 3.6: Do you think most secretaries will be expected to learn basic programming skills in order to do their work in the future?

	United States	Canada
	%	%
Yes	85	81
No	13	15
Don't know/No answer	2	4
(Number of respondents)	(507)	(106)

Table 3.7: Can you program a computer yourself, using a computer language like BASIC or COBOL?

	United States	Canada
	%	%
Yes	21	22
No	79	77
Don't know/No answer	0	1
(Number of respondents)	(507)	(106)

Positive Impact on Personal Relations

Word processing appears to have a beneficial effect on office relations. More than four out of ten secretaries (43%) say the introduction of the word processor has improved the relationship with their bosses. Half (51%) say the relationship has remained the same, and a mere 2% say the relationship has deteriorated as a result of the introduction of word processing (see Table 3.8).

Table 3.8: In what way has the introduction of the word processor affected the relationship between you and your boss? Has your relationship:

	United States	Canada
	%	%
Improved	43	34
Remained the same	51	59
Deteriorated	2	2
Don't know/No answer	4	5
(Number of respondents)	(507)	(106)

While many secretaries (42%) still have to share word processing equipment, the potential for friction among them has not materialized in most cases. Three-quarters of those who do share equipment (77%) claim this has not caused friction. One in five (22%), however, says it has (see Table 3.9).

Table 3.9: If you share either a word processor terminal or printer, has this caused friction among the secretaries?

	United States	Canada
	%	%
Yes	21	28
No	77	71
Don't know/No answer	2	2
(Number of respondents)	(327)	(65)

A large majority of secretaries (87%) believe their bosses are very productive. An even higher number (91%) believe themselves to be very productive on the job (see Tables 3.10 and 3.11).

Table 3.10: How productive do you think your boss is?

	United States	Canada
	%	%
Very productive	87	89
Somewhat productive	12	8
Somewhat unproductive	1	2
Very unproductive	0	2
Don't know/No answer	0	
(Number of respondents)	(507)	(106)

Table 3.11: How productive are you on the job?

	United States	Canada
	%	%
Very productive	91	87
Somewhat productive	9	12
Somewhat unproductive	0	1
(Number of respondents)	(507)	(106)

Widespread Usage

The survey results indicate the new electronic equipment is both widespread and actively employed. Some secretaries (30%) say that all of the secretaries in their offices operate word processing equipment. Fewer than one in five (18%) say that they are the only secretaries who operate it (see Table 3.12).

Table 3.12: Of the secretaries in your office, including yourself, how many operate word processing equipment?

	United States	Canada
	%	%
All	30	21
About three-quarters	18	24
About one-half	12	14
About one-quarter or less	21	32
Only yourself	18	9
(Number of respondents)	(507)	(106)

A majority of secretaries (58%) spend fifty percent or more of their time using the equipment during a normal work week. One in four (27%) spends seventy-five percent or more of her time on the word processor (see Table 3.13). Most secretaries agree that word processing equipment is in use for a large portion of the day. Forty-eight percent (48%) say it is in use more than three-quarters of the time, while an additional 22% say it is in use between half and three-quarters of the time (see Table 3.14).

It is not uncommon for secretaries to have their own equipment. In fact, over half of the secretaries interviewed (57%) have their own display terminals. Fewer, but more than one in three (37%), have their own printers (see Table 3.15).

Table 3.13: During a normal work week about what percent of your time is spent operating the word processing equipment?

	United States		Canada	
	%		%	
10% to 25%	25		22	
26% to 49%	16		17	
50% to 69%	27	58%	33	61%
70% to 100%	31		28	
(Number of respondents)	(507)		(106)	

Table 3.14: What percent of the time during the day is your office's word processing equipment in use?

	United States	Canada
	%	%
0 - 25%	11	6
26 - 50%	18	17
51 - 75%	22	21
76 - 100%	48	55
Don't know/No answer	1	2
(Number of respondents)	(507)	(106)

Table 3.15: Does each secretary using word processing in your office have a display terminal or do you share the word processing equipment?

	United States	Canada
	%	%
Own terminal	57	59
Share terminal	42	39
Don't know/No answer	0	2
(Number of respondents)	(507)	(106)

What about the printer?

	%	%
Own printer	37	38
Share printer	61	60
Don't know/No answer	2	2
(Number of respondents)	(507)	(106)

Despite this heavy usage, most secretaries are relatively new at using the electronic equipment. Three-quarters (75%) have been using it for less than three years. Thirty-eight percent (38%) of those people have been operating it for less than one year, and half of these secretaries (19%) have been using it for less than six months (see Table 3.16).

Table 3.16: How long have you been using word processing equipment?

	United States		Canada	
	%		%	
Less than six months	19	38%	21	31%
Less than one year	19		10	
Less than three years	37		38	
Less than seven years	20		27	
More than seven years	4		4	
Don't know/No answer	0		0	
(Number of respondents)	(507)		(106)	

IV. A New Breed Of Secretary

The survey results suggest the emergence of a new breed of secretary, exemplified by the youngest group of respondents, those eighteen to twenty-four years old. These pioneers can be distinguished from their older colleagues by their degree of integration into the electronic office. These are people who have essentially entered the workplace as the electronic revolution was taking place, and so are the most likely to take the new equipment for granted. This youngest group can therefore be said to embody the skills and expectations that will increasingly become the norm, and in this sense they represent a new breed of secretary who will come to dominate the office by the end of the century.

The younger secretaries can also be distinguished from older secretaries by their attitudes and aspirations. However, it is not clear whether these findings reflect distinct attitudinal differences specific to this group, or whether they simply mirror the hopes and ambitions of youth.

Equipment Usage

The youngest secretaries are more likely than older secretaries to spend the bulk of their week operating word processing equipment. Two out of five of those eighteen to twenty-four years old (41%) spend at least 70% of their work week at a word processor, compared to less than a third of those in older age groups (see Table 4.1).

This youngest group is also more likely than older secretaries to teach others how to use word processing equipment. Six in ten of those eighteen to twenty-four (61%) consider instructing others a regular part of the job, as opposed to less than half of those over thirty-five years old (see Table 4.2).

Table 4.1: Time spent operating word processing equipment BY age

	18 to 24 years old	25 to 34 years old	35 to 49 years old	50 and over
	%	%	%	%
10% to 25%	15	25	29	31
26% to 49%	27	11	17	16
50% to 69%	18	34	24	27
70% to 100%	41	29	30	27
(Number of respondents)	(74)	(201)	(181)	(49)

Table 4.2: Is teaching others how to use the word processor a regular part of your work? BY age

	18 to 24 years old	25 to 34 years old	35 to 49 years old	50 and over
	%	%	%	%
Yes	61	54	47	44
No	39	46	53	56
(Number of respondents)	(74)	(199)	(180)	(48)

The electronic skills of this group are not limited to using word processors. Almost one-third of those aged eighteen to twenty-four (31%) know how to program a computer. Programming ability is less common in the older group. Twenty-three percent (23%) of those between the ages of twenty-five and thirty-four have programming skills, compared with 18% of those thirty-five to forty-nine years of age, and only 8% of those fifty and older (see Table 4.3).

Table 4.3: Can you program a computer yourself using a computer language like BASIC or COBOL? BY age

	18 to 24 years old	25 to 34 years old	35 to 49 years old	50 and over
	%	%	%	%
Yes	31	23	18	8
No	69	77	82	92
(Number of respondents)	(74)	(199)	(179)	(47)

Salaries

Secretaries believe showing initiative on the job has more influence than any other factor on increasing salary. Two-thirds of all secretaries interviewed (68%) say taking more initiative has a great deal of influence on salary (see Table 4.4). Learning as much as possible about word processing came in second, cited by half of the sample (49%). At the other end of the spectrum, most of the secretaries (82%) believe threatening to quit has no influence on salary.

Views on what influences salary decisions vary among age groups, however. Secretaries under twenty-five years of age place a greater emphasis on the importance of word processing skills than do older secretaries. Significantly more people in this age group believe that being the only one in the office who knows how to use a word processor is very important in determining wage increase (see Table 4.5).

This view may, in part, be affected by experience. Secretaries under twenty-five are far more likely to have received a pay increase as a result of word processing skills. Almost half of these youngest secretaries (48%) report raises, compared with 31% of those twenty-five to thirty-four, 27% of those thirty-five to forty-nine, and 19% of those fifty and over (see Table 4.6).

In terms of other factors influencing salary, older secretaries place more emphasis on such features as how much the boss likes them, whether or not they work for a top executive, and how well they get along with other secretaries.

Table 4.4: How much influence does each of the following have on increasing your salary as a secretary?

	United States			
	Great Deal of Influence	Some Influence	No Influence	Don't Know/ No Answer
	%	%	%	%
Taking more initiative	68	26	6	0
Learning as much as possible about word processing	49	39	12	0
Whether or not you work for a top executive	47	32	20	2
How much your boss likes you	47	39	12	1
How well you get along with the other secretaries	46	36	17	1
Being the only one who knows how to use word processing	41	32	23	4
Education	28	50	21	0
Working overtime	16	46	36	2
Threatening to quit	3	12	82	3
(Number of respondents)		(507)		

	Canada			
	Great Deal of Influence	Some Influence	No Influence	Don't Know/ No Answer
	%	%	%	%
Taking more initiative	64	25	11	0
Learning as much as possible about word processing	31	42	25	2
Whether or not you work for a top executive	38	49	12	1
How much your boss likes you	31	47	21	1
How well you get along with the other secretaries	23	39	39	0
Being the only one who knows how to use word processing	31	38	27	4
Education	19	49	30	2
Working overtime	20	46	32	2
Threatening to quit	2	9	83	6
(Number of respondents)		(106)		

Table 4.5: Those who say the following factors have a great deal of influence on increasing salary BY age

	18 to 24 years old	25 to 34 years old	35 to 49 years old	50 and over
	%	%	%	%
Being the only one in your office who knows how to use word processing	56	42	39	40
How much your boss likes you	33	51	49	51
Whether or not you work for a top executive	41	48	49	52
How well you get along with the other secretaries	43	40	50	60
(Number of respondents)	(74)	(199)	(180)	(49)

Table 4.6: Have you received a pay increase as a result of your word processing skills? BY age

	18 to 24 years old	25 to 34 years old	35 to 49 years old	50 and over
	%	%	%	%
Yes	48	31	27	19
No	52	69	73	81
(Number of respondents)	(71)	(193)	(171)	(47)

Skills

The new secretary also distinguishes herself from the older secretary in her evaluation of the relative importance of specific skills. The three skills considered most important by the entire sample are accurate typing, the ability to communicate well, and organization. Each ranked five on a five-point scale by over 80% of the total sample (see Table 4.7).

Table 4.7: On a scale of one to five (with one being the least important and five being the most important) how important would you rate each of the following?

	United States	Canada
	Percent ranking 5	
Accurate typing	83	80
Ability to communicate well	82	74
Organization	81	75
Ability to set priorities	79	77
Good follow-up on details	74	59
Ability to get along with co-workers	68	50
Diplomacy	67	57
Word processing skills	59	58
Ability to work fast	46	58
Shorthand	22	17
(Number of respondents)	(507)	(106)

The ability to set priorities (79%), good follow-up on details (74%), ability to get along with co-workers (68%), and diplomacy (67%) are also highly rated by many secretaries.

As certain skills have clearly lost importance, others have gained it in today's electronic workplace. Shorthand is awarded a top rating by only one in five secretaries (22%), while six in ten (59%) assign word processing skills a top ranking. Speed alone is not considered very important: less than half the sample (46%) feel the ability to work fast deserves a top rating.

Traditionally valued skills such as shorthand are less likely to be considered very important by younger secretaries. Only 17% of those under twenty-five rate it as most important, compared with 26% of those thirty-five to forty-nine years of age and 33% of those aged fifty and over. Similarly, the younger secretaries are less likely to consider diplomacy or good follow-up on details to be most important (see Table 4.8).

Table 4.8: Ranking the following skills most important (five on a scale of one to five) BY age

	18 to 24 years old	25 to 34 years old	35 to 49 years old	50 and over
	%	%	%	%
Shorthand	17	20	26	33
Diplomacy	39	63	82	69
Good follow-up on details	58	74	80	78
(Number of respondents)	(69)	(193)	(178)	(45)

Broader Horizons

The emergence of a new breed of secretary is also evident in the attitudes toward career and ambitions held by the younger group of secretaries, although, as noted above, this may simply reflect the optimism of youth. Today's younger secretaries, especially those eighteen to twenty-four years old, are far more likely than their older colleagues to view the secretarial position in light of its potential to open up new career opportunities.

Sixty-eight percent (68%) of those between the ages of eighteen and twenty-four view the secretarial job as a stepping-stone, rather than a career, compared with 56% of those between twenty-five and thirty-four years, 33% of those between thirty-five and forty-nine years, and 23% of those fifty and over (see Table 4.9).

As a further indication of rising aspirations, a high percent of those under thirty-five years of age intend to pursue other kinds of work during their careers. Over two-thirds of those eighteen to twenty-four years of age (69%) and nearly as many of those aged twenty-five to thirty-four (65%) say they plan to do other work. But this intention drops significantly for those over thirty-four years old; only 31% of those thirty-five to forty-nine and 17% of those fifty and over say they intend to do other work (see Table 4.10).

Although these findings may, in part, be due to the ambitious and optimistic nature of youth, younger secretaries may also have heightened expectations as a result of the electronic revolution which has taken place over the last decade. They are the ones, as shown above, most affected by the new equipment.

Furthermore, fewer younger secretaries than older ones say they are very satisfied with their profession. Forty-eight percent (48%) of those between eighteen and twenty-four years claim to be very satisfied with secretarial work, compared with 59% of those between twenty-five and thirty-four years, 70% of those between thirty-five and forty-nine years, and 82% of those fifty years of age and over (see Table 4.11).

Table 4.9: View of secretarial work BY age

	18 to 24 years old	25 to 34 years old	35 to 49 years old	50 and over
	%	%	%	%
Secretary is career	22	34	60	66
Secretary is stepping-stone	68	56	33	23
Secretary is a job	11	10	7	11
(Number of respondents)	(74)	(199)	(180)	(47)

Table 4.10: Do you intend to work as a secretary for most of your work life or do you plan to do some other type of work? BY age

	18 to 24 years old	25 to 34 years old	35 to 49 years old	50 and over
	%	%	%	%
Secretary	31	35	69	83
Other	69	65	31	17
(Number of respondents)	(72)	(189)	(174)	(48)

Table 4.11: Satisfaction with secretarial profession BY age

	18 to 24 years old	25 to 34 years old	35 to 49 years old	50 and over
	%	%	%	%
Very satisfied	48	59	70	82
Somewhat satisfied	49	33	24	14
Somewhat dissatisfied	3	8	6	4
(Number of respondents)	(73)	(196)	(178)	(49)

Younger secretaries are also less likely than older ones to be very satisfied with their present jobs. Sixty-two percent (62%) of those eighteen to twenty-four years old and 64% of those aged twenty-five to thirty-four are very satisfied with their current jobs, compared with 73% of those between the ages of thirty-five and forty-nine and 78% of those fifty years old and over (see Table 4.12).

It should be noted in comparing Tables 4.11 and 4.12 that younger secretaries (under twenty-five years) claim a higher level of satisfaction with their current jobs than with secretarial work in general: 62% compared with 48%. This may further suggest that while they are presently satisfied, they see the secretarial role as a stepping-stone.

Table 4.12: Job satisfaction BY age

	18 to 24 years old	25 to 34 years old	35 to 49 years old	50 and over
	%	%	%	%
Very satisfied	62	64	73	78
Somewhat satisfied	33	30	20	14
Somewhat dissatisfied	4	5	3	4
Very dissatisfied	1	2	4	4
(Number of respondents)	(73)	(200)	(179)	(49)

Although secretaries under 25 seem less satisfied with their work, they are not less inclined to advise a daughter to become a secretary. Those least inclined to so advise a daughter are between the ages of twenty-five and forty-nine, or those most likely to have a daughter living at home with them (see Table 4.13).

Table 4.13: If you had a daughter would you advise her to seek a career as a secretary? BY age

	18 to 24 years old	25 to 34 years old	35 to 49 years old	50 and over
	%	%	%	%
Yes	59	37	45	69
No	33	42	43	27
It depends	8	21	12	4
(Number of respondents)	(73)	(194)	(176)	(45)

Secretaries under twenty-five years of age are the most optimistic in their attitude toward their future career growth. Significantly, nearly two-thirds of those in this age group (64%) consider it likely that they might enter new positions opened up by word processing. Fewer secretaries over twenty-five envision this for themselves: 49% of those aged twenty-five to thirty-four, 42% of those aged thirty-five to forty-nine, and 24% of those fifty and over believe it is likely they will enter new positions (see Table 4.14).

Table 4.14: Is it likely that you will enter one of these positions? BY age

	18 to 24 years old	25 to 34 years old	35 to 49 years old	50 and over
	%	%	%	%
Yes	64	49	42	24
No	36	51	58	76
(Number of respondents)	(44)	(115)	(88)	(17)

Some of the differences discussed in this chapter may be attributed to experience. Younger secretaries, new to the job, may have a different perspective on their role and the duties entailed. Many of the differences, however, may be attributed to the changes brought about by the new electronic equipment. The secretarial position has undergone significant transformations, and although the impact of these changes on the future of the secretarial role may be unclear, it does appear that younger secretaries are entering their positions with new attitudes and expectations.

Profile Of United States Secretaries Surveyed

Office Profile

The survey was restricted to secretaries, executive secretaries, administrative assistants, and assistants to managers who use word processing equipment at least 10% of the time, and who had been employed as secretaries at least 2 years. In addition, only those reporting to no more than three executives were included.

About one in four of the secretaries interviewed (23%) have been doing secretarial work for between three and five years, while a third (31%) have been doing secretarial work for between six and ten years. Eighteen percent (18%) have been working as secretaries for between eleven and fifteen years, and over one-quarter (28%) have been doing so for over fifteen years.

Almost half of the secretaries (48%) each work for only one person. One in three (32%) works for two people, and one in five (20%) works for three people.

Only one in eight secretaries (13%) has been with her present company for less than one year. One-third (32%) have been there for between one and three years, and one-quarter (25%) have been there for between four and seven years. The remaining 29% have been employed at their company for over seven years.

A third of the secretaries (34%) work in companies which employ over 300 people. Twenty-two percent (22%) work in companies which employ between 100 and 300 people, and 16% say their companies each employ between fifty and 100 people. An additional 20% say their companies each employ between ten and fifty people.

Slightly less than one-third (29%) work in wholesale and retail trade organizations. One-fifth (21%) work in the chemicals/ petroleum industry, and one-seventh (15%) work in transportation/ communication. (For a complete breakdown of the sample by industry, see Appendix Table A.1).

Personal Profile

More than half of the secretaries interviewed (59%) are married. Seventeen percent (17%) are separated or divorced, 22% are single, and 2% are widowed.

Ninety-nine percent (99%) of the secretaries are women.

Fifteen percent (15%) of the secretaries interviewed are between eighteen and twenty-four years of age. The plurality (40%) are between twenty-five and thirty-four years, and 36% are between thirty-five and forty-nine years. Only 9% are 50 or older. (All but one of the respondents in this group are between 50 and 64).

Few of the secretaries (7%) earn less than $12,000. Twenty-two percent (22%) earn between $12,000 and $14,999, 25% earn between $15,000 and $17,999, 20% earn between $18,000 and $20,999, and 21% earn over $21,000.

Four out of ten of the secretaries (42%) are the main income earners in their households.

Fifty-three percent (53%) of those polled do not have children living with them.

Slightly less than a third (30%) have a high school education or less. An equal number (30%) have some college, while 15% have college degrees. Eignt percent (8%) have attended secretarial school and 18% have attended business or junior college.

A quarter of the secretaries in the survey (24%) live in the Northeast, 27% live in the South, 30% live in the North Central section of the country, and 18% live in the West.

Profile Of Canadian Secretaries Surveyed

Office Profile

The survey of the Canadian secretaries was subject to the same restrictions as the United States sample discussed above.

Half (51%) of the Canadian secretaries interviewed have been doing secretarial work for more than ten years, and a third (32%) have been doing it for six to ten years. Seventeen percent (17%) have been secretaries for three to five years.

The plurality (44%) of those interviewed report to one person, while about a third (36%) report to two people. One in five (20%) reports to three people.

Only one in eight (13%) has been employed by her present company for less than one year, while a quarter (27%) have been with their present employers for one to three years. Thirty-one percent (31%) of the Canadian secretaries have been with their present employers for four to seven years, and 28% for more than seven years.

Less than a third (31%) of the Canadian secretaries interviewed have used word processing equipment for less than one year, while somewhat over a third (38%) have used it for one to three years. About one in four (27%) has used it for three to seven years, and only 4% more than seven years.

A quarter (25%) of the Canadian sample work for companies employing fewer than 50 people, and over a third (37%) work for companies employing between 50 and 300 people. Another third (34%) work for companies employing over 300 people. Five percent of the sample did not know or did not respond to this question.

Personal Profile

Half (50%) the Canadian sample are married. One in three (33%) of the Canadian secretaries is single, and the rest are either separated or divorced (14%) or widowed (3%).

Ninety-nine percent (99%) of those interviewed are women.

The overwhelming majority of those interviewed are between twenty-five and thirty-four years of age (41%) or thirty-five and forty-nine years of age (38%). Only one in eight (13%) is less than twenty-five years old, and one in fourteen (7%) is fifty or more years old.

The plurality (40%) of the Canadian secretaries earn over $21,000 (Canadian currency). Only about one in ten (9%) earns less than $15,000, and one in five (19%) earns between $15,000 and $18,000. Over a quarter (27%) earn between $18,000 and $21,000.

Four out of ten (43%) of those interviewed are the main income earners in their households. Nearly two-thirds (64%) do not have children living at home with them.

The plurality (40%) of those sampled have a high school education or less. Seventeen percent (17%) finished secretarial school, and 13% attended business or junior college. One in five (20%) received some college education, and one in ten (9%) has a college degree.

Methodology

This report is based on a telephone survey conducted among a sample of 507 secretaries, executive secretaries, administrative assistants, and assistants to managers between October 12 and November 9, 1983. The respondents were drawn from a randomly generated list of United States companies listed in Volume I of Dun & Bradstreet's *Million Dollar Directory*. The Canadian sample of 106 similar employees was drawn from Canada's Top 500 companies as listed by *Canadian Business* in July 1983.

The survey was restricted to secretaries with the titles listed above who use word processing equipment at least 10% of their work week, have been employed as secretaries for at least two years, and report to no more than three people.

In order to ensure that the respondents represented a random sample of United States secretaries, every effort was made to reach and complete an interview with a qualified respondent at each company selected. Interviewers made one initial call and at least three follow-up calls to each company that had neither yielded a completed interview nor been disqualified.

The questionnaire included closed-ended (multiple choice) and open-ended questions that were subsequently coded into specific response categories.

The questionnaire was developed in conjunction with a panel of expert advisors (see list following) who participated in reviewing aspects of the project. In addition, a series of focus groups was held with secretaries in New York, Chicago, and Atlanta to learn their experiences with word processing.

All phases of the research and report preparation were carried out by Research & Forecasts, Inc., of New York City.

Panel Of Advisors:

Harvey Nussbaum, Ph.D.
Associate Professor of the Management
and Organization Sciences
Wayne State University
Detroit, Michigan

Karen B. Sacks, Ph.D.
Director of Research
Business and Professional Women's Foundation
Washington, D.C.

Roslyn L. Feldberg, Ph.D.
Visiting Scholar
Henry A. Murray Research Center
Radcliffe College
Cambridge, Massachusetts

Appendix A.1

What type of organization do you work for?

Standard Industrial Classification	United States Total Sample
	%
0111-1799:	
Agriculture, mining and construction	9
2011-2795:	
Manufacturing 1: Food, apparel, lumber, painting, printing	11
2812-3299:	
Manufacturing 2: Chemicals, petroleum, leather, stone	21
3312-3999:	
Manufacturing 3: Metal, machinery, electrical, transportation, measuring, equipment	9
4011-4971:	
Transportation, communication, public utilities	15
5012-5999 :	
Wholesale and retail trade	29
6011-6799:	
Finance, insurance and real estate	5
7011-8999:	
Services	1
(Number of respondents)	(507)

Appendix A.2

Satisfaction with secretarial career BY income, age, length of employment and education

	Very Satisfied	Somewhat Satisfied	Somewhat Dissatisfied	(Number of respondents)
	%	%	%	
Income				
Less than 12,000	58	33	3	(36)
12,000 to 15,000	58	39	4	(109)
15,000 to 18,000	58	35	6	(125)
18,000 to 21,000	66	24	10	(100)
21,000 and over	71	23	6	(105)
Age				
18 to 24	48	49	3	(73)
25 to 34	59	33	8	(196)
35 to 49	70	24	6	(178)
50 and over	82	14	4	(48)
Length of Employment (years)				
Three to five	53	43	4	(117)
Six to ten	56	36	9	(152)
Eleven to fifteen	69	26	6	(86)
Over fifteen	77	17	6	(140)
Education				
High school	68	30	2	(148)
Secretarial school	87	10	3	(39)
Business school	59	33	8	(88)
Some college	60	33	7	(149)
College degree & graduate studies	57	31	12	(74)

Appendix A.3

Concern over job elimination caused by electronic equipment BY age

	18 to 24 years old	25 to 34 years old	35 to 49 years old	50 and over
	%	%	%	%
Very concerned	3	1	2	0
Somewhat concerned	1	4	3	4
Not too concerned	27	13	7	16
Not concerned at all	69	82	88	80
(Number of respondents)	(74)	(201)	(100)	(49)

Notes

Litho In USA

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